EXHIBIT 300   **UII 024-000003040**

Exhibit 300: Capital Asset Summary
Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities:
Investment Auto Submission Date: 2012-02-29
Date of Last Investment Detail Update: 2012-02-24
Date of Last Exhibit 300A Update: 2012-08-23
Date of Last Revision: 2012-08-23

Agency: 024 - Department of Homeland Security   **Bureau:** 30 - Citizenship and Immigration Services

Investment Part Code: 01

Investment Category: 00 - Agency Investments

1. Name of this Investment: USCIS - Customer Service Web Portal

2. Unique Investment Identifier (UII): 024-000003040

Section B: Investment Detail

1. **Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

   USCIS Customer Service Web Portal (CSWP) supports the USCIS mission by being the agency?s primary information vehicle on the World Wide Web. CSWP?s goal is to provide the public with a positive, easily understandable and effective online experience. A public user, with minimal computing skills, can access CSWP and easily access information, download forms, make use of educational and instructional materials, and gain access to other systems responsible for scheduling interviews and applying for immigrant benefits. The program is not dependent on any other USCIS or DHS program, but it does provide the public access via the world wide web to other USCIS web presences such as E-Filing, My Case Status Online, Change of Address Online, and E-Verify. Budget Year (BY) 2011 accomplishments included launching the Office of Citizenship Training site (which resulted in a special award presented to the Office of Citizenship by the USCIS Director), a new presence for the USCIS Transformation Office (including links to the forthcoming ELIS capability), the ability to post streaming video content (resulting in several events streamed live to the public through USCIS.gov) and a large number of upgrades and improvements requested by the USCIS Office of Communication in their role as the CSWP business owner. Requests for new functionality and capabilities come quickly. The development team has formalized usage of agile development methodologies to shorten release timeframes and offer the agency improved customer service and cost savings when compared to previous releases. This

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improvement was recognized as a model for the agency by the DHS CIO at the CIO Portfolio Review. Coupled with the agile principles, CSWP is designed and deployed so that these requests can be handled efficiently. A major BY12 effort will involve supporting a DHS effort to standardize on open-source technologies within a cloud environment. USCIS shall execute a migration of CSWP from its current content management system, the proprietary Vignette software, to an open-source technology recommended by USCIS and supported by DHS, Alfresco. The development team shall also continue to support the USCIS Office of Communication with any development needs and ongoing system maintenance. The beneficiaries of the services the CSWP provide include USCIS, fellow DHS and Federal agencies, prospective and current immigrants, immigration lawyers and advocacy groups, and the American (and World) citizenry at large.

2. **How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.**

    This investment supports mission delivery by being the forward-facing internet presence for USCIS.gov, offering online services to the public. If the investment is not fully funded, then the ability to add new functionality and capabilities will be put at risk. Internet capabilities are quite fluid, with new technology springing up regularly. In order to stay current and leverage new capabilities the program must stay funded and be nimble enough to react quickly to changes. Most importantly, the program needs to remain funded so it can fulfill the primary mission of representing the agency on the World Wide Web. Users seeking information on immigration and citizenship benefits rely on the CSWP as the only authorized and trust-worthy site providing Federally-sponsored information regarding citizenship and immigration services. USCIS' inability to delivery this content would significantly wound the agency's credibility and ability to support the public. If USCIS.gov was to go dark, it would result in an escalation of public questions to the USCIS call centers, increased traffic at the USCIS service centers, and the public's reliance on third-party and potentially unreliable sources for USCIS forms and information on policies and regulations.

3. **Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.**

    For FY11, the CSWP has had several releases adding new functionality to the system. Release 3.2.0.4 deployed 4/11 and included: archive channel, photo gallery, date calculator, addition of Transformation specific pages, and significant updates to the Citizenship Resource Center. Release 3.2.0.5, also 4/11, made minor adjustments to the Citizenship Resource Center. Release 3.2.0.6, scheduled for 8/11 as of this writing, decouples Case Status, RSS Feeds and GovDelivery bulletins, provides new Transformation layouts, and introduces the implementation of a live web streaming capability.

4. **Provide a list of planned accomplishments for current year (CY) and budget year (BY).**

    The next release shall be a major effort and will implement a new open-source content management system for USCIS.gov. The CSWP development team will replace the current and outdated Vignette CMS with Alfresco open-source capabilities. This will allow new

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capabilities to more easily be developed and deployed. Additionally, USCIS.gov is partnering with DHS ESDO to deploy the Verification Employer Database into the DHS private cloud. The CSWP development team is working with the USCIS Verification Division to make available searchable databases of United States employers participating in the E-Verify program. The CSWP is in position to support any Congressional requirements regarding E-Verify, in the event E-Verify is made mandatory for all US companies. Additionally, The CSWP will serve as the World Wide Web gateway to the new USCIS transformed environment: ELIS.

5. **Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2011-06-30

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Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding				
	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	$17.0	$0.0	$0.0	$0.0
DME (Excluding Planning) Costs:	$15.5	$0.0	$0.0	$0.0
DME (Including Planning) Govt. FTEs:	$1.7	$0.0	$0.0	$0.0
Sub-Total DME (Including Govt. FTE):	$34.2	0	0	0
O & M Costs:	$41.1	$18.0	$18.3	$18.6
O & M Govt. FTEs:	$4.0	$2.9	$3.0	$3.2
Sub-Total O & M Costs (Including Govt. FTE):	$45.1	$20.9	$21.3	$21.8
Total Cost (Including Govt. FTE):	$79.3	$20.9	$21.3	$21.8
Total Govt. FTE costs:	$5.7	$2.9	$3.0	$3.2
# of FTE rep by costs:	32	16	16	16

Total change from prior year final President's Budget ($)		$0.0	$0.0	
Total change from prior year final President's Budget (%)		0.00%	0.00%	

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2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:
Minor changes were made to the summary of spending to more accurately reflect all CSWP investments for FY07 and FY08. Other minor changes were made to provide consistency between the summary of spending and other financial reports.

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Section D: Acquisition/Contract Strategy (All Capital Assets)

				Table I.D.1 Contracts and Acquisition Strategy							
Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value ($M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	7003	HSSCCG-11-J-00163	No	7003							
Awarded	7003	HSHQDC-07-A -00014	No	7003							
Awarded	7003	HSSCCG-11-F -00459	No	7003							

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

EVM is required in the current SPAS contract under which the Portal development team works. Contracts that are software and software support based do not inherently need EVM, as they are in effect for products and are not measurable services or tasks.

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Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities:

Section B: Project Execution Data

Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost ($M)
	NONE				

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities ($M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance ($M)	Cost Variance (%)	Total Planned Cost ($M)	Count of Activities
NONE								

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
				NONE				

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Section C: Operational Data

Table II.C.1 Performance Metrics								
Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Increase the number of FOIA Web Status Check Uses	Number	Process and Activities - Productivity	Over target	200000.000000	200000.000000	211383.000000	240000.000000	Monthly
Sustain the current number of visits per month	Number	Process and Activities - Productivity	Under target	6000000.000000	6000000.000000	5958390.000000	6000000.000000	Monthly
Grow the number of content subscribers	Number	Customer Results - Service Accessibility	Over target	250000.000000	250000.000000	289697.000000	300000.000000	Monthly
Sustain the ACSI Score	Score	Mission and Business Results - Services for Citizens	Over target	80.000000	80.000000	80.000000	80.000000	Monthly
Increase the number of links shared per month through Social Media technology tools	Number	Technology - Effectiveness	Over target	1500.000000	1500.000000	1500.000000	1750.000000	Monthly